



LUCAS COUNTY JOB & FAMILY SERVICES

Programs & Services Resource Guide

*We assist Lucas County families and individuals with essential services
while they pursue their highest level of stability and independence in
cooperation with our community partners.*



Contents

Overview..... 2

Locations 2

How to Submit Public Assistance Documents..... 3

How to Report Changes to a Public Assistance Case 3

Programs and Services (LCDJFS) 4

 Adult Protective Services (APS) 4

 Publicly Funded Childcare 5

 Cash Assistance (TANF) 7

 Food Assistance (SNAP) 8

 Medical Assistance 9

 HealthChek 10

 Pregnancy Related Services (PRS) 10

 Prevention Retention and Contingency (PRC)..... 12

 Non-Emergency Transportation (NET)..... 12

 State Hearings..... 12

How to Report Suspected Public Assistance Fraud 15

Community Outreach..... 15

Contracted Services 15

How Child Support Can Help You 17

Programs and Services (CSSA) 17

 Paternity 18

 Establishment of Support Orders 21

 Reviewing and Adjusting Support Orders 21

 Legal 21

Paying Your Child Support 24

Receiving Your Child Support..... 24

 What can the court do if no support is being paid? 24

Ohio Child Support Customer Service Web Portal..... 24

For Employers 24

 General Information 24

 Ohio’s Child Support Program 24

 Employers’ Role and Responsibilities..... 24

Overview

Lucas County Department of Job & Family Services (LCDJFS) is the public assistance agency in Lucas County that administers programs such as temporary cash assistance (TANF), food assistance (SNAP), and Medicaid; additionally, LCDJFS oversees programs such as subsidized childcare, adult protective services (APS), non-emergency transportation (NET), and prevention, retention, and contingency services (PRC).

To learn more about public assistance benefits, apply for or manage services, visit:
www.Benefits.Ohio.Gov or call: 1-844-640-6446.

The Agency's **Division of Child Support (Child Support Services Agency or CSSA)** establishes parentage, enforces support orders, and collects and disburses child support to ensure that families receive the financial support to which they are entitled. CSSA programs and services are detailed in pages 16-24.

To learn more about child support services, apply for or manage services, visit:
www.lucasjfs.org

Locations

Lucas County Department of Job & Family Services

3737 W. Sylvania Ave.
Toledo, OH 43623
Mailing: P.O. Box 10007
Toledo, OH 43699-0007

Ph: (419) 213-8800
Toll Free: (888) 245-8999
Fax: (419) 213-8820
www.Lucasjfs.org

Hours

Monday - Friday
8:30 AM - 4:30 PM

Division of Child Support Services

3737 W. Sylvania Ave.
Toledo, OH 43623
Mailing: P.O. Box 10018
Toledo, OH 43699-0018

Ph: (419) 213-3001
Toll Free: (800) 466-6393
Fax: (419) 213-8591
www.Lucasjfs.org

Hours

Monday – Friday
8:30 AM - 4:30 PM

How to Submit Public Assistance Documents

Verifications may be submitted in the following ways:

- **ONLINE:** Upload to a case in Ohio Benefits (OB) portal at www.benefits.ohio.gov
- **EMAIL:** LUCAS_DOCUMENTS@jfs.ohio.gov
- **IN-PERSON:** Physically deliver to a drop-box; one is located outside the JFS building and one inside the JFS lobby at 3737 W Sylvania Ave., Toledo, OH 43623
- **MAIL:** Address to - Lucas County JFS at P.O. Box 10007, Toledo, OH 43699-0007 (original documents will be returned to the address on file at the agency).
- **FAX:** Fax to Lucas County JFS at 419-213-8820

Please include a case or social security number on all documents. Upon receipt of documents, allow two (2) business days for documents to be added to the case. Please allow ten (10) business days for documents to be processed from the date they are received at LCDJFS.

Note that accommodations are made at all LCDJFS locations in accordance with the Americans with Disabilities Act. Language interpreting services are also available to Limited-English-Proficient individuals seeking services. Requests for accommodations should be made at Check-in.

How to Report Changes to a Public Assistance Case

Reporting Changes within 10 days to your case worker is very important. You will need to report a change if:

- Your household composition changes
- You move
- You have a child
- Your income or monthly bills change

Changes can be reported:

- Online at: <https://odjfsbenefits.ohio.gov>
- Over the phone at 419-213-8800.

Verifications of changes will be requested and due to the agency within 10 days of reported change.

Programs and Services (LCDJFS)

Adult Protective Services (APS)



LCDJFS is required to investigate and evaluate all reports of suspected abuse, neglect, self-neglect, and exploitation of adults age 60 and older. These adults may be handicapped due to aging or they may have physical or mental impairments which prevent them from providing for their own care and protection. When funding and services are available, adults who experience abuse, neglect and/or exploitation are offered support for protection and self-sufficiency. As the elderly population increases, reports of abuse, neglect, self-neglect, and exploitation increase.

Abuse means the infliction upon an adult (by oneself or others) of injury, unreasonable confinement, intimidation, or cruel punishment with resulting physical harm, pain or mental anguish.

Types of Abuse include:

- Physical.
- Sexual.
- Emotional; and,
- Exploitative

"Neglect" means any of the following:

- Failure of an adult to provide for self the goods or services necessary to avoid physical harm, mental anguish, or mental illness.
- Failure of a caretaker to provide such goods or services.
- Abandonment.

Physical abuse includes pushing, hitting, slapping, pinching and other ways of physically harming a person. It can also mean incorrect positioning, force feeding, restraining, or giving medication without their knowledge. Sexual abuse includes rape or other unwanted sexual contact, but it can also mean forced or coerced nudity, exhibitionism, and other non-touching sexual situations. Exploitation is the unlawful or improper act of a caretaker using an adult or his resources for monetary or personal benefit, profit, or gain. Emotional abuse occurs when an elderly person is threatened, humiliated, intimidated or otherwise psychologically hurt.

If you would like to report abuse call: 419.213.8663

Publicly Funded Childcare

Subsidized childcare is provided for eligible families to support the parents' work and training efforts.

Who is Eligible?

Families whose income is at or below 142 percent of the federal poverty guideline may qualify to receive payment for all, or part, of their monthly childcare expenses incurred while participating in eligible work and training activities. For those with a Disabled Child, then the income must be at or below 150 percent of the federal poverty guideline. These percentages are for Initial Intake applications and the income limit increases at renewal for continued Child Care Benefits. Each renewal year, the household income must be at or below 300 percent of the federal poverty level. Individuals experiencing homelessness may qualify for free childcare through this program.

There are 2 easy ways to apply for Childcare benefits:

1. Online at <https://ssp.benefits.ohio.gov/apsspssp/index.jsp> or,
2. Complete an application in person by visiting Lucas County Department of Job & Family Services, 3737 W Sylvania Ave., Toledo, OH. 43623. (Printable applications are available online at: www.lucasjfs.org)

Verifications necessary to determine Childcare program eligibility:

- Proof of Income
- Proof of any child support paid
- Proof of citizenship or qualified alien status for children in need of care
- Proof of a qualifying activity for all caretakers in the household (e.g., work or school/training)
- Provide the name and address of an eligible* Childcare provider for each child in need of care

To submit verifications, please email: Lucas-Childcare@jfs.ohio.gov

Parents may select any program approved to offer publicly funded childcare in Lucas County. These programs include centers, family childcare homes and in-home aides in the state of Ohio. The Providers receive payments directly from Ohio Department of Job & Family Services (ODJFS) so parents may work or attend approved school/training activities.

To find a Childcare Provider in Lucas County and Surrounding Area visit:
<http://childcaresearch.ohio.gov>

Do You Want to Become a Childcare Home Provider?

Effective December 31, 2016, childcare licensing rules require that anyone who is interested in becoming a childcare provider to complete a pre-licensing orientation prior to applying. The goal of this training is to lay a solid foundation of childcare knowledge on which you can plan and build your childcare program. Each module in the training covers related topics that must be considered prior to beginning the process to become a licensed program.

The training contains the following modules:

- The Business of Operating a Childcare Program
- How to Apply to Become a Childcare Center (or Family Childcare provider)
- Childcare Center (or Family Childcare) Licensing Rule Review
- Step Up to Quality
- Publicly Funded Childcare

This training is offered online. To access instructions on where to find the training please go to <http://jfs.ohio.gov/cdc/childcare.stm>.

In the lower right-hand corner, there is a box titled “Interested in opening a childcare program?” click on that box. This will give you instructions on how to access the pre-licensing training as well as how to proceed with the application process once the pre-licensing training is completed.



Cash Assistance - TANF

Ohio Works First (OWF) is the financial assistance portion of the state's time-limited Temporary Assistance to Needy Families (TANF) program, which provides cash benefits to needy families for up to 36 months (3 years).

The four (4) goals of the TANF program are:

1. Assisting needy families so that children can be cared for in their own homes.
2. Reducing the dependency of needy parents by promoting job preparation, work and marriage.
3. Preventing out-of-wedlock pregnancies; and,
4. Encouraging the formation and maintenance of two-parent families.

Who is Eligible?

- Single or married adults with minor dependent children in the home.
- Unmarried minor parents and pregnant minors.
- Pregnant women entering or in the third trimester of pregnancy; and,
- Minor children who live with someone other than a parent.

Note that "gross monthly income guidelines" must be met in to be determined eligible. **Gross monthly income includes unearned income (e.g., pensions, child support, social security) and earned income (e.g., wages, salaries, commissions, and tips).**

➤ Work Requirements

Cash assistance recipients (with few exceptions):

All Clients are required to participate in work activities while receiving cash

- Single parents are required to participate for 20 to 30 hours per week.
- Two-parent families must participate 35 or 55 hours a week depending upon circumstances.

Failure to participate with work requirements can result in a reduction or termination of benefits to the family.

Participants are encouraged to utilize training and education programming made available by Lucas County Department of Planning & Development at **Ohio Means Jobs** (OMJ, formerly "The Source"), which includes partnerships with:

- | | |
|-------------------------------------|-----------------------------------|
| • Northwest State Community College | • Lourdes College |
| • Owens Community College | • Mercy College of Northwest Ohio |
| • Toledo Public Schools | • Professional Skills Institute |
| • Penta Career Center | • Stautzenberger College |
| • Davis College | • Trainco Truck Driving School |

Food Assistance – SNAP

The Supplemental Nutrition Assistance Program (SNAP) helps qualifying families pay for their nutritional needs. Eligible families are issued an electronic debit card, which can be used for food, as well as seeds and plants to grow food, at participating stores displaying the Ohio Direction Card emblem. Purchases on the card are automatically deducted from recipients' monthly benefits. **Customers cannot use more benefits than they are eligible to receive.**

Who is Eligible?

Families and individuals can receive this benefit. Eligibility is based on factors such as:

- family size.
- assets (checking and savings accounts, stocks, and bonds, etc.).
- income; and,
- expenses.

Households with gross monthly income at or below 130% of the federal poverty level guidelines are eligible to receive benefits from this entitlement program.

Verifications necessary to complete the application process may include, but not be limited to:

- | | |
|--------------------------------|---|
| ○ Birth Certificates | ○ Proof of assets (i.e., bank account statements) |
| ○ Social Security cards | ○ Proof of housing costs and address |
| ○ Proof of age and citizenship | ○ Proof of any child support benefits |
| ○ Proof of income | ○ Proof of disability (if you claim it) |

SNAP cannot be used to purchase things like pet food, paper products, cleaning supplies, alcohol, vitamins, and medicines. For issues with the Ohio Direction Card call 1-866-386-3071.

➤ **Work Requirements**

Food assistance recipients (with some exceptions):

- Certain clients are required to participate in work activities while receiving food assistance
 - Able Bodied Adults without Dependents are required to participate in the SNAP Employment & Training program.

NOTE: It is a crime to use the Ohio Direction Card to buy non-food items, trade or sell the Ohio Direction Card, or use someone's card without authorization. THIS INCLUDES USING A DECEASED INDIVIDUAL'S SNAP CARD FOR THE PERSON'S WAKE OR MEMORIAL SERVICES. These crimes are punishable through civil and/or criminal prosecution AND may result in disqualification from participation in the program from a period of 12 months up to permanent disqualification.

*******LUCAS COUNTY ROUTINELY PROSECUTES SNAP FRAUD*******

Medical Assistance

Medicaid is a state and federally funded health program for certain low-income and medically vulnerable people. As an entitlement program, those who meet all income and eligibility requirements are guaranteed coverage through the Medicaid program.

Who is Eligible?

To qualify for Medicaid in Lucas County, a person must:

- Be a U.S. citizen or meet Medicaid citizenship requirements.
- Be an Ohio resident.
- Have or get a social security number; and
- Meet certain financial requirements.

Ohio Medicaid provides coverage to the following:

- Children (up to age 19)
- Pregnant Women
- Families with children under age 18
- Adult's age 65 and over
- Individuals who are legally blind
- Individuals with disabilities
- Certain women screened for breast and/or cervical cancer under the Center for Disease Control and Prevention's Breast & Cervical Cancer Early Detection Program

For more information about OWF, SNAP and Medical and/or to apply for benefits, visit: www.Benefits.Ohio.gov or call 1-844-640-6446.

Applications may also be completed in-person at Lucas County Department of Job & Family Services, 3737 W Sylvania Ave., Toledo, Ohio 43623.

HEALTH CARE



HealthChek

HealthChek is Ohio's Early and Periodic Screening, Diagnosis and Treatment (EPSDT) Program. It provides a group of services to children and teens (birth through age 20) which include: prevention, diagnosis, and treatment. The purpose of HealthChek is to discover and treat health problems early. These services are a set of preventive health screenings with follow-up diagnosis and treatment.

To discover health problems, HealthChek covers eight check-ups in the first two years of life and annual check-ups thereafter. HealthChek offers a comprehensive physical examination that includes:

- Medical history
- Complete unclothed exam
- Developmental assessment
- Vision screening
- Dental screening
- Hearing assessment
- Immunization assessment
- Lead screening
- Other services or screenings as needed

If a potential health problem is found, further diagnosis and treatment is covered. A HealthChek Coordinator is available at LCDJFS to assist Medicaid consumers in getting these services and may be reached at 419-213-8730.

Pregnancy-Related Services (PRS)

Ohio Medicaid provides pregnancy-related services to support healthy moms and healthy babies, in addition to regular prenatal care. Pregnancy related services can:

- increase a woman's well-being during pregnancy.
- help prevent complications and minimize discomfort; and
- help identify danger signals for early labor or miscarriage.

Services available to pregnant women include:

- Assistance with scheduling medical appointments.
- Transportation to Medicaid-covered services.
- Referral to the Women, Infants, and Children (WIC) program, which provides healthy food and information on healthy eating.
- Referral to the Help Me Grow program.
- Education about how to take care of your baby; and,
- Referrals to community services for food, clothing, and other needs.

Prevention, Retention & Contingency (PRC) Program

The PRC Program is designed to provide benefits and services to low-income families to address a discrete crisis or episode of need, mitigating the risk that the issue will create the need for additional supports/long-term benefits if it goes unaddressed (e.g., a broken-down car seriously impacts one's ability to maintain employment; fixing the car prohibits the issue from causing the loss of the job which would then require additional supports given the loss of income). PRC support is short-term and is not intended to meet ongoing needs. If eligible for PRC benefits, a voucher is issued for the service.

Who is Eligible?

The following criteria must be met to be deemed eligible for PRC. Note that some services also require employment at a minimum number of hours per week.

1. Minor child in the home or pregnant women in their third trimester
2. Lucas County residency
3. 200% Federal Poverty Level (FPL) Some PRC services are also available to non-custodial parents of a minor child who live in Lucas County but in a separate household from the child.

Voucher Services included in the plan (as of 1/1/2020) include:

- ***Employment Materials*** – Up to \$500.00 for each 12-month cycle
 - Uniforms and footwear
 - Tools/equipment
 - Professional licensure and/or testing fees
- ***Vehicle Repairs*** – Up to \$1,200.00 for each 12-month cycle (repair costs are limited to the value of the vehicle established by NADAguides.com-low retail value)
 - Two (2) estimates are required.
 - Applicant must have a valid Ohio driver's license, proof of insurance, and proof of ownership or lease (must be in name for minimum of 90 days).
 - Proof that repair is not covered under warranty
 - Repairs made to the body of the vehicle are limited to those needed to make the vehicle operable.
 - Vouchers will not be issued for ongoing maintenance requirements of vehicle (oil, air, wipers, filters, tune ups, tire rotation). Tire replacement limited to only flat tires that cannot be repaired.
 - If the repair cost exceeds \$1,200, applicant must provide written documentation from the vendor that arrangements have been made for the payment of the balance of the amount due.
 - Repairs are not subject to sales tax. No payment of tax will be made by the applicant or LCDJFS when LCDJFS is paying all or a portion of the bill.

- **GED Incentive** - One-time payment of \$375 upon completion of G.E.D.
 - Must apply within 90 days of receiving valid certificate, which must be provided.
 - Must complete W-9 to redeem G.E.D. incentive (form can be found at <https://www.irs.gov/pub/irs-pdf/fw9.pdf>)
- **Shelter Assistance** – Up to \$1,000.00 for each 12-month cycle for payment of past-due rent or mortgage
 - Current Lease Agreement or Mortgage Statement
 - Copy of Subsidized Housing Assistance (HUD/Sections 8, etc.)
 - Landlord Statement - must be signed, dated, and include a contact number for the landlord clearly stating the amount due and the period for which payment is being requested; must be at least 5-day delinquent but no more than two (2) months delinquent
 - Proof of eviction notice (if applicable)
- **Utility Assistance** - Up to \$1,000.00 for each 12-month cycle for payment of primary heat source, electric or water service thirty (30) days delinquent, or to prevent shut off or regain PIPP (Percentage of Income Plan Plus) eligibility.
 - Must be employed minimum of 20 hours per week earning at least State Minimum wage for a period of at least 2 weeks
 - Paystub(s) required. [A letter from employer may be acceptable in the event employment was just obtained and no paystubs are yet available.]
 - Documentation from HEAP stating that this resource has been denied
 - Utility Bill clearly stating the amount due
 - Proof of Shut-Off Notice or amount needed to restore services (if applicable)
 - If Utilities are paid by the landlord, applicant must provide the signed lease agreement stating that utilities are paid by the landlord but the responsibility of the tenant.
 - Verification of deposit for Utility service connection (if applicable)

Each service has its own specific set of rules and guidelines as noted above. Voucher eligibility cannot be determined without a complete application and verifications. Non-custodial parents current on Child support order(s) may be eligible on a limited program basis. If you feel you may qualify, please apply. Note that you may be contacted for additional information or verification to ensure benefit eligibility is correctly determined.

Call the PRC office at 419-213-8800 if you have any questions.
PRC fax number is 419-213-8820.

The

Non-Emergency Transportation (NET)

LCDJFS contracts with local cab companies to provide eligible Medicaid recipients free transportation to and from medical appointments to Ohio Medicaid providers located in Lucas County.

To apply for NET, the following forms must be completed and submitted to LCDJFS:

1. Medical Needs Assessment (852) - This form must be completed by ONE of your physicians or ONE of your medical providers.
2. Provider Listing Form (857) - List all of your physicians and medical providers. You may list one pharmacy. All addresses must be complete and include name, address, state, zip code and phone number.
3. Vendor Selection Form (853) - Please select ONE transportation contractor.

Forms may be submitted by mail or in-person to 3737 W Sylvania Ave., Toledo, Ohio 43623. They may also be faxed to 419-213-8820. For additional questions you may call 419-213-8910.

Do you want to be a NET vendor?

Lucas County performs a request for qualifications (RFQ) process every two years to select transportation vendors to provide NET services to Medicaid recipients. Interested vendors should register on the County's website at <http://co.lucas.oh.us/3248/Bid-Opportunities> to receive notifications of bid opportunities.



State Hearings

If you believe your benefits were wrongly denied or terminated for any Ohio Public Assistance or Medicaid program, or you disagree with a decision about your case, you can ask for a state hearing from the Ohio Department of Job and Family Services (ODJFS) Bureau of State Hearings (BSH).

Thanks to a new web portal called State Hearings Access to Records Electronically (SHARE), it is now easier than ever to request a state hearing or access your state hearing information. You can use SHARE to:

- Request a state hearing
- Withdraw a state hearing
- Find out the status of a hearing
- Access scheduling information
- Request a different day or time
- Access hearing documents
- Upload documents that you want to present at the hearing

To access SHARE, just follow these steps:

1. Go to <https://hearings.jfs.ohio.gov/SHARE/>.
2. Log in using your Ohio Benefits ID and password. (If you do not have an Ohio Benefits account, sign up at <ssp.benefits.ohio.gov>)
3. Verify your identity through Experian Precise ID, a fraud detection and prevention service.
4. Sign on to <https://hearings.jfs.ohio.gov/SHARE/>.

How to Report Suspected Public Assistance Fraud

Suspected fraud in the following programs can be reported online at www.JFS.Ohio.gov/Fraud or by calling the Fraud Hotline at 800-627-8133.

- Child Care (Providers and Recipients)
- Food Assistance (Retailers and Recipients)
- Medicaid (Providers and Recipients)
- Ohio Works First /Cash Assistance (Recipients)



How can I learn the outcome of the fraud referral I made?

The identities of all public assistance clients are considered confidential information. Therefore, neither the Ohio Department nor Lucas County Department of Job and Family Services can disclose the outcome of any fraud referrals it receives about alleged clients.

Community Outreach

Community Outreach serves as an integral part of ensuring that County residents are aware of services available at LCDJFS. Services such as Speakers Bureau, Attending/Presenting at community related events, taking external complaint calls, coordination of training for community human service providers, and coordinating vendors who visit 3737 W Sylvania Ave., Toledo, OH 43623 are all part of the Outreach efforts at LCDJFS.

Please contact the Support Services Manager at 419-213-8716 to schedule a table in the lobby or coordinate a speaker to come to your organization to discuss any of the programs and services we currently offer.

Contracted Services

LCDJFS enters contracts with organizations each year to provide social service programming to the populations it serves to further the goals of the Temporary Assistance for Needy Families (TANF) program and Title XX of the Social Security Act (TXX). Contracted services may vary from year to year depending upon need and the availability of alternatives in the community, but they must meet at least one of the following goals of the federal program dollars utilized to fund them.

For TANF, contracted services must be for families with minor children and must target at least one of the following:

1. Assist needy families so that children can be cared for in their own homes.
2. Reduce the dependency of needy parents by promoting job preparation, work and marriage.
3. Prevent out-of-wedlock pregnancies.
4. Encourage the formation and maintenance of two-parent families.

TXX Services do not require the presence of a minor child in the family and should be targeted at achieving at least one of the following federal TXX program goals:

1. Achieving or maintaining economic self-support to prevent, reduce, or eliminate dependency.
2. Achieving or maintaining self-sufficiency, including reduction or prevention of dependency.
3. Preventing or remedying neglect, abuse, or exploitation of children and adults unable to protect their own interests, or preserving, rehabilitation or reuniting families.
4. Preventing or reducing inappropriate institutional care by providing for community-based care, home-based care, or other forms of less intensive care.
5. Securing referral or admission for institutional care when other forms of care are not appropriate or providing services to individuals in institutions.

To learn more about contracted services, visit www.lucasjfs.org. For those interested in receiving notice of bid opportunities, please register at <https://co.lucas.oh.us/3322/Bid-Opportunities>.

Division of Child Support: Child Support Services Agency (CSSA)

The Lucas County Department of Job & Family Services Division of Child Support's mission is to assist in providing social, economic, and medical benefits to children, as well as promoting a sense of paternal responsibility, heritage, and self-esteem in families.

How Child Support Can Help You

Ohio law requires each county to have its own Child Support Services Agency.

CSSA can help with the following:

- Establish paternity
- Locate absent parents
- Set up a child or medical support order
- Collect child support
- Review and adjust support orders
- Access and Visitation Mediation: Both parents meet with a Mediator from Juvenile Court, at our agency, to develop a private parenting agreement.
- Reduction of Permanently Assigned Arrears (ROPAA): The obligor completes an application requesting that assigned arrears be waived or compromised.
- Forgiveness: The obligee submits request to forgive unassigned arrears.
- Account Correction: Either party may apply if they received SSI during the same timeframe as their support order.

CSSA cannot help with the following:

- Visitation and/or custody; both must be pursued through private action in the court.
- Legal advice: this must be provided by a private attorney or through Domestic or Juvenile Courts.
- Representation for the obligor or obligee at court hearings. Although the Division of Child Support will have attorneys present at court hearings, our attorney represents the agency and the State, not the individual obligor, obligee, or child(ren).
- Copies of Court Journal Entries. Domestic or Juvenile Court Orders can be obtained through the Clerk of Courts.
- Credit for direct payments not made through the CSSA. By law, direct payments are considered a gift. The parties can petition the Court to credit direct payments.
- Dictate or verify how support money is utilized (i.e., rent, utilities, food, clothing, etc.).
- Use an obligor's or obligee's current spouse's income when determining the support obligation. That person is not legally obligated to support your child.
- Spousal support issues not related to the collection and disbursement of payments.

Programs and Services:(CSSA)

Paternity

Paternity means fatherhood. When parents are not married, it is recommended that paternity be established legally. Parents should accept their share of the financial, legal, and emotional responsibility.

CSSA can get involved in many ways if:

- The custodial parent or caregiver is on Public Assistance.
- You are a resident of Lucas County.
- We receive orders from Juvenile or Domestic Relations Court.
- We receive a petition from another state.

There are many reasons to establish paternity:

- **Identity:** All children have the right to know their mother and father.
- **Security:** Fathers who support their children are more likely to be involved in their lives. Studies have shown that children who do not have their fathers involved in their lives, result in greater risks of poverty, teen pregnancies, behavioral problems, abuse and neglect, infant mortality, drug abuse, imprisonment, obesity, committing crimes, and dropping out of high school.
- **Health History:** Your child has a right to know if he or she has inherited any special health problems.
- **Financial Support:** Legal paternity must be established for the CSSA to create a child support order.
- **Survivor's Benefits:** Legal paternity must be established for your child to qualify for benefits from their father's Social Security, pensions, veteran's benefits, life insurance, or inheritance rights.

Establishment of Paternity

The first step in the child support process is to establish paternity by legally determining the child's father. Establishing paternity is in the best interest of the child(ren) and the parents. Either the child's mother or the potential father can make a request to establish paternity by contacting our agency.

There are four methods to establish paternity:

1. **AFFIDAVIT:** Acknowledgement of paternity signed at the hospital, health department or CSSA by both parents. Either party has up to 60 days from the date of the last signature on the form, to request and sign a rescission form at our agency and then request genetic testing. After 60 days they will have to file a motion on their own in court.
2. **ADMINISTRATIVE ORDER BASED ON GENETIC TESTING:** A genetic test is performed on the parents and the child at the agency. It consists of swabbing the four

quadrants of the mouth to collect buccal cell samples called DNA. The samples are sent to the lab where they are processed and then the results are sent back to the CSSA to interpret. The results are proof positive of either exclusion or establishment of paternity.

3. **JUDICIAL ORDER:** We receive orders from court establishing paternity. Usually this is a result of parties filing a private motion on their own or mediation through the courts.
4. **PRESUMPTION:** When parties are married and a child is born during the marriage, the husband is considered the legal father.

SOME IMPORTANT FACTS:

- If you are a minor, you must have a parent or legal guardian with you when you come to our agency.
- Our agency can establish paternity up to the age of 23. The only way we will establish paternity past this age is if we receive an order from the courts.
- If genetic testing is done, results can take up to 12 weeks to be received.
- If paternity is established by genetic testing and you would like the child's last name changed, both parties must agree, before completing a JFS 04070 form at the agency.
- If either party disagrees with the results, they can file a private motion in court.
- If you are receiving cash assistance through Job & Family Services, you must cooperate with our agency to establish paternity.
- Potential fathers should register for the Putative Father Registry through the Ohio Department of Job & Family Services at www.jfs.ohio.gov. This protects the father regarding the adoption of the child.

After paternity has been established, you have the right to seek financial support for your child and CSSA will do this by establishing a support order.



Establishment of Support Orders

Parents have a responsibility to support their children financially. Obtaining child support is important to your child(ren)'s well-being. A child support order sets the amount and type of support parents are required to provide for their child(ren).

If the child's parent, guardian, legal custodian, or the person with whom the child lives, considered the residential parent, would like assistance in establishing an order for the payment of child support and health care needs of the child(ren), they can contact their local CSSA.

SOME IMPORTANT FACTS:

- We can establish support up to the age of 18.
- We cannot help with a divorce.
- The CSSA can also help establish a child support order, even if a parent does not live in Ohio.

For more information on establishing paternity and establishing a support order contact our office at 419-213-3001.

Location Services

If you do not know where a parent is living, your Division of Child Support can help. The CSSA has access to many sources of information, including job and motor vehicle records and can use these records to find absent parents.

Child Support or Medical Support Order

Once paternity is established, the Division of Child Support can help set up child support and medical support orders. These orders may be issued in court by a judge or referee or at the CSSA by an Administrative Hearing Officer.

The child support order states the amount to be paid regularly by the non-custodial parent or obligor, this is the parent who does not have primary custody of the child. The child support will help offset some of the costs of raising the child. The amount of the order will be based on statewide guidelines.

The CSSA can also set up a medical support order which may require the non-custodial parent to obtain health insurance coverage for the child. Sometimes the order also covers the cost of giving birth.

Support Enforcement

Once there is a support order, the CSSA has multiple ways to enforce it:

- Child support can be taken directly from the income of the non-custodial parent. Child support can also be withheld from financial institutions. This process is called income (or wage) withholding.
- Child support can be taken from a non-custodial parent's worker's compensation, unemployment, pension funds, or other sources of income.
- Past due child support can be collected with an additional arrearage payment, from state or federal income tax refunds and other assets. Also, past due balances are reported to credit reporting agencies.

The non-custodial parent may have no income or assets. If so, they can be ordered to Seek Work.

Support Collection

All child support payments, for Ohio children, go through the Ohio Child Support Payment Central (OCSPC) in Columbus, Ohio. Any payments made directly from one parent to another will be considered a gift. OCSPC has two business days to process and issue the payment electronically or via US Postal Service, to the custodial parent or obligee.

Reviewing and Adjusting Support Orders

The CSSA can review child support and medical support orders if either parent makes a request. Usually, the most recent order must be at least three years old before a modification can be accepted through the administrative review process. There are exceptions that permit earlier modifications.

Using state guidelines, the CSSA objectively reviews the information provided and then makes an independent recommendation on the amount of support that should be paid.

For more information on reviewing and adjusting support orders contact your child support agency by calling 419-213-3001 and speaking to a case manager.

Legal

The Lucas County Division of Child Support has full-time attorneys who work to establish and enforce support obligations. Two of the more common enforcement procedures include:

Motion to Show Cause

A Motion to Show Cause is filed when an obligor fails to abide by an order of the court to pay his/her monthly obligation for child support. The Motion will order the obligor to appear before a magistrate to show cause why the court order has not been followed. If the obligor cannot show good cause, the magistrate can find him/her in contempt.

Basic Requirements:

- Obligor must be at least 30 days in default.
- The CSSA is unable to locate any valid employment or attachable income source for the obligor.

Process:

The obligee requests enforcement, then the case manager begins the enforcement process by attempting to locate employment and sending the obligor a warning. Address verification is obtained from the United States Postal Service which is a requirement for the Motion process to be completed. A Motion packet is completed and forwarded to the CSSA attorney for filing in court. Parties of the case are notified by court via certified mail of hearing date, time, and location.

If the court obtains good service on the obligor and the obligor fails to appear at the hearing, the CSSA Attorney can request the court issue a warrant for his/her arrest.

The process is relatively the same in both Domestic and Juvenile Courts. The time frame varies depending on the availability of the court dockets. In Domestic Relations Court the obligee requesting enforcement **MUST** attend the Motion hearing or risk the action being dismissed. In Juvenile Court, only the obligor in which the Motion has been filed against **MUST** attend the hearing.

What happens after the Motion to Show Cause Hearing?

If the obligor was found in contempt during the hearing, the obligor is given a way to remedy the contempt charge by making a purge agreement with the CSSA attorney and the court. The case is then set for a Motion to Execute Sentence hearing before a judge. During the hearing, the judge will review, with the CSSA attorney and obligor, whether the purge requirements have been fulfilled. If the obligor has fulfilled the requirements of the purge, the judge will vacate the contempt charge. If the obligor has not complied with the purge requirement, the judge can issue 30, 60 or 90 days in jail, depending on the original agreement. If the obligor does not show for the Motion to Execute Sentence hearing, a warrant for his/her arrest will be issued. *Please be advised that although the obligor may file bankruptcy, this does not excuse his/her child support obligations including arrears, and enforcement can begin once the bankruptcy action has been discharged through the court.*

Paying your Child Support

Paying support is quick and easy at the Ohio Child Support Payment Central internet payment website, <https://oh.smartchildsupport.com>. Payments can be made by bank account or credit card. Transactions are fast and easy and payment confirmations are provided for your records.

Payments are also accepted at the local CSSA in the form of check, money order, credit card, or debit card. Cash payments can be made at Lucas County Juvenile Court or the Lucas County Treasurer's Office.

Receiving your Child Support

Receiving your child support is fast, simple, and safe using SMART e-Pay. You can sign up for a SmiOne Card or Direct Deposit by visiting <https://oh.smartchildsupport.com/Cp>.

What can the court do if no support is being paid?

The Ohio Revised Code provides for the criminal prosecution of any person who abandons or fails to provide adequate support for their child or children under the age of eighteen. All enforcement actions need to be taken before we can pursue criminal non-support. In certain cases, criminal non-support actions can be an effective way to deal with absent parents who could pay support but are not doing so.

- A criminal non-support action may be filed either as a misdemeanor or a felony offense.
- The level for a criminal non-support action is beyond a reasonable doubt. This means that the prosecutor must be able to see a high level of evidence of the identity of the absent parent/defendant, the absent parent/defendant's ability to pay the amount of support ordered and the lack of payments made.
- The case will be filed in the county where the custodial parent and the child or children reside.



Ohio Child Support Customer Service Web Portal

Ohio

Child Support
Customer Service
Web Portal



What is the Ohio Child Support Customer Service Web Portal?

The Ohio Child Support Customer Service Portal allows customers with an active child support case a secure environment in which they can view their child support case information on demand. Customers are able to view and **print up to two years of child support payment data**, as well as view address, employment, health insurance and support order information that is on file with the child support agency.

The Ohio Child Support Customer Service Portal is Ohio's web-based application which provides our customers easy on-demand access to their case information, currently on file with the child support agency.

Once a customer is registered to use the Ohio Child Support Customer Service Portal, they can quickly and conveniently view personal, address, employment, and health insurance information, along with, support order and payment information (two years of support payment information can be viewed and printed). Customers can also send messages to their county CSSA, as well as request updates to their address, employment, and/or health insurance information by using the portal's Message Center.

Registered customers have the option to receive e-mail notifications when the required address, employment, and/or health insurance information is missing in our system. In addition, customers can be notified when payments are sent to them. If multiple payments are sent on the same day, the customer will only receive one notification.

To reach the Ohio Child Support Customer Service Web Portal go to:

<http://jfs.ohio.gov/OCS>

For Employers

General Information

Millions of children in the United States live in single parent households. Too often, the non-custodial parent is not fulfilling a legal obligation to provide health insurance. As a result, many children go without health care or must rely on the State's Medicaid program. Yet, many defaulting parents are employed and able to provide health insurance coverage. One step toward solving this problem is the recognition that child support is a partnership.

As an employer, your role in facilitating access to available medical coverage, for these children, is invaluable. Your efforts, together with the health plan administrators and the local CSSA will enable children to receive the coverage to which they are entitled.

Ohio's Child Support Program

Ohio's Child Support Program is administered by the Ohio Department of Job and Family Services, Office of Child Support. The county CSSA is responsible for establishing and enforcing health insurance orders for child support cases when coverage is available and reasonable or expected to become available. Children who might not otherwise be covered under a medical insurance plan can get the medical attention once they receive the medical support from your employee.

Employers' Role and Responsibilities

Since 1987, employers have been a vital part of Ohio's success in increasing child support collections through income withholding. Almost three-quarters of the \$1.9 billion collected by Ohio's child support program each year is received through income withholding.

Employers have four basic responsibilities in the child support operation. They are:

- Reporting new hires and responding to employment verification requests
- Withholding income and premiums for medical insurance
- Sending payments to Ohio CSPC
- Reporting employment terminations with existing orders

These areas are covered in subsequent sections of this site. The continued cooperation of Ohio employers in withholding wages and medical premiums pursuant to child support orders, as well as reporting newly hired employees, will go a long way toward supporting Ohio's and the nation's children.